Objective: Documentation Test Technique: Document Review and Interview	

Sub-Process	*Function*
M&R Documentation	CLEC TAFI End-User Training and User Guide
	CLEC Training Guide (M&R Sections)
	TAFI Online Help
	Carrier Notifications on BellSouth's website

Figure VII-IX: TAFI Documentation Evaluation Test Scope

8.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to M&R
2. Conduct documentation evaluation using documentation evaluation checklist
3. Conduct interviews with BellSouth documentation specialists
4. Conduct interviews with CLEC documentation users
5. Log exceptions noted during test tool implementation and Certification Testing
6. Compile results

8.6 Exit Criteria

- Global exit criteria satisfied
- Documentation checklists completed
- Interview summaries completed
- Exception log completed
- Summary evaluation report completed
- Results summary and reports deliver to KPMG

9.0 M&R-9: ECTA Documentation Evaluation

9.1 Description

The ECTA Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the ECTA interface for maintenance and repair activities. This evaluation is intended to review the quality, accuracy and completeness of BellSouth's maintenance and repair documentation using a

variety of operational analysis techniques. This Test will receive as input from the M&R-2: ECTA Functional Test, M&R-3: ECTA Normal Volume Performance Test, and M&R-4: ECTA Peak Volume Performance Test exceptions reports due to documentation which address whether system functionality matches that described in the business rules documentation.

9.2 Objective

The objective of ECTA Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs to understand how to implement and use all of the ECTA functions available to them.

9.3 Entrance Criteria

- Global entrance criteria satisfied
- ECTA documentation obtained
- Documentation evaluation checklist completed
- Exceptions report due to documentation from M&R-2: ECTA Functional Test obtained
- Execution team identified, trained, and staffed

9.4 Test Cycle Scope

The test scope will address the following sub-processes and functions to evaluate ECTA documentation.

Objective: Documentation **Test Technique: Document Review and Interview**

Sub-Process	***Function***
M&R Documentation	CLEC ECTA End-User Training and User Guide
	CLEC Training Guide (M&R Sections)
	ECTA Online Help
	Carrier Notifications

Figure VII-X: ECTA Documentation Evaluation Test Scope

9.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to M&R

2. Conduct documentation evaluation using documentation evaluation checklist
3. Conduct interviews with BellSouth documentation specialists
4. Conduct interviews with CLEC documentation users
5. Log exceptions noted during test tool implementation and Certification Testing
6. Compile results

9.6 Exit Criteria

- Global exit criteria satisfied
- Documentation checklists completed
- Interview summaries completed
- Exception log completed
- Summary evaluation report completed
- Results summary and reports to delivered KPMG

VIII. Forecasting & Change Management Test Section

A. Overview

The purpose of this section is to define the tests needed to prove nondiscriminatory access to BellSouth's OSS in order to comply with the Georgia PSC's Order.

B. Scope

The forecasting and change management test scope is based on the following test dimensions: interface, test objectives, product categories, and test techniques. The test cycles are based on those combinations of test dimensions that are required within the scope of the Georgia Order.

Test Cycles	***Process Domains***			
	Interface	***Primary Test Objective***	***Product Category***	***Test Techniques***
FCM-1: Forecasting Review	TAG, EDI, TAFI, ECTA, ODUF/ADUF	Documentation	Resale UNE	Interview Document Review Observation
FCM-2: Change Management Practices Review	TAG, EDI, TAFI, ECTA, ODUF/ADUF	Documentation	Resale UNE	Interview Document Review Observation

Figure VIII-1: Forecasting & Change Management (FCM) Test Cycles

C. Test Cycles

1.0 FCM-1: Forecasting Process Review

1.1 Description

The Forecasting Process Review will evaluate key aspects of BellSouth's ability to forecast future line/UNE growth for CLECs. The results of this Test will depend on checklists and inspections.

1.2 Objective

The objectives of this Test are to determine the existence and functionality of key procedures for developing, publicizing, conducting, and monitoring forecasting efforts, as well as ensuring the overall forecasting process has appropriate and effective management oversight.

1.3 Entrance Criteria

- Global entrance criteria satisfied
- Process evaluation checklist completed
- Interview guides completed

1.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate BellSouth's forecasting process

Sub-Process	***Function***
Forecasting	Forecast development
	Forecast publication and confirmation

Figure VIII-II: Forecasting Process Review

1.5 Test Activities

1. Gather documentation
2. Perform interviews and documentation reviews
3. Evaluation checklists and interview summaries
4. Develop and document findings
5. Report Severity Level 1, 2 and 3 test exceptions

1.6 Exit Criteria

- Global exit criteria satisfied
- Evaluation checklists and interview summaries completed
- Summary report completed
- Post-mortem analysis for test cycle conducted
- Results summary and formatted data delivered to KPMG

2.0 FCM-2: Change Management Practices Review

2.1 Description

This Test evaluates the overall policies and practices for managing change in the procedures and systems necessary for establishing and maintaining effective relationships between BellSouth and CLECs. The results of this Test will rely upon checklists and inspections.

The Test will evaluate the current BellSouth process that is used to manage requested changes to the BellSouth's OSS interfaces. The interfaces in question include the following:

- EDI
- TAG
- TAFI
- ECTA
- CRIS/CABS
- ADUF/ODUF

2.2 Objective

The objective of this Test is to assess the adequacy and completeness of procedures for the developing, publicizing, conducting, and monitoring change management.

The Test will evaluate BellSouth's ability to:

- Migrate and adhere to the industry standards that impact electronic interfaces relative to order, pre-order, and maintenance
- Ensure continuity of business processes and systems operations
- Establish process for communicating and managing changes
- Allow for mutual impact assessment and resource planning to manage and schedule changes
- Appropriately prioritize requested changes

2.3 Entrance Criteria

- Electronic Interface Change Control Process (EICCP) Forms and Documents obtained
- Global entrance criteria satisfied
- Process evaluation checklist created
- Interview guidelines created
- Other procedural and technical documentation obtained

2.4 Test Scope

The test scope will address the following sub-processes and functions to evaluate BellSouth's change management process.

Sub-Process	***Function***

Sub-Process	*Function*
Change Management	Developing change proposals
	Evaluating change proposals
	Implementing change
	Intervals
	Documentation
	Tracking change proposals

Figure VIII-IV: Change Management Practices Review Scope

2.5 Test Activities

1. Gather documentation
2. Perform interviews and documentation reviews
3. Complete evaluation checklists and interview summaries
4. Develop and document findings
5. Report all Severity Level 1, 2 and 3 test exceptions

2.6 Exit Criteria

- Global exit criteria satisfied
- Evaluation checklists and interview summaries completed
- Summary report completed
- Post-mortem analysis for test cycle conducted
- Results summary and formatted data delivered to KPMG

Appendix A

Appendix A:
Product Selection & Description

This Appendix describes the network elements, services and features to be electronically tested for the pre-ordering, ordering, provisioning, billing and maintenance and repair (M&R) domains of the Test.

The process of selecting products and services for testing is driven by the following set of product categories:

- Unbundled Network Elements (UNEs)
- Resale Services (Volume testing only for pre-ordering, ordering and maintenance and repair)
    - Simple
    - Complex

The definitions of Unbundled Network Elements, Simple Resale services, and Complex Resale services are contained below:

Unbundled Network Elements	UNEs are components of the BellSouth network that have been unbundled so that they can be sold individually. UNEs are offered to facilities based CLECs so that they can provide telecommunications services to their end users. The CLEC will only purchase the elements that they need to provide complete service, leveraging their existing network and facilities to deliver competitive service to end users. Examples include loops, number portability, ports, and loop-port combinations.
Simple Resale	Simple resale services are those plain old telephone service (POTS) offerings that residential customers require and smaller businesses tend to favor. Examples include measured or flat rates, Caller ID, Call Forwarding, Call Return, etc.
Complex Resale	Complex resale services are high end business products and services for voice and data. They require specific switch configurations and/or specialized routing in order to provide service. Examples include Synchronet, ISDN BRI, and DS-1 services.

Figure A - I: Product Categories

In addition to UNE and resale services, BellSouth also offers general features and services that underlie both categories. These features and services will be covered in detail in a later section.

Since the pre-ordering, ordering, provisioning, billing and M&R activities evaluate BellSouth's OSS systems, only electronic orders are in scope.[1]

In the case of simple resale, all products and features for all order activity types are available electronically. Figure A-II lists all products and services that are included in the Test.

[1] Electronic orders are defined as those orders that can be submitted electronically. Certain electronic orders may require manual intervention.

Product Name	*Process Domain*		
	Ordering & Provisioning	*Billing*	*Maintenance & Repair*
Unbundled Network Elements			
UNE Loops			
2-Wire Analog Designed Loops	X	X	X
2-Wire Analog Non-Designed Loops	X	X	X
4-Wire Analog Design Loops			X
4-Wire Analog Non-Designed Loops			X
2-Wire ISDN Loops			X
4-Wire DS-1 Loops			X
Number Portability			
INP	X	X	
LNP	X	X	X
UNE Ports			
2-Wire Analog Ports	X	X	X
2-Wire Digital Port			X
4-Wire Digital Port			X
UNE Loop-Port Combination			
2-Wire Analog Loop-Port Combinations	X	X	X
4-Wire Analog Loop-Port Combinations			X
2-Wire Digital Loop-Port Combinations			X
4-Wire Digital Loop-Port Combinations			X
Loop-Dedicated Interoffice Transport Combination			X
Resale			
Simple Resale	X	X	X
ISDN-BRI	X		X
PBX Trunks	X		X
Synchronet			X
General Features and Services			
Basic Class of Service			
Flat Rate Line	X		X
Measured Rate Line	X (resale only)	X	X
Area Plus® Service	X (resale only)		X
Business Plus Calling Plan Option 1	X (resale only)		X
Complete Choice® Service	X (resale only)		X
Area Plus® with	X (resale only)		X

Complete Choice			
Custom Calling Features			
Call Forwarding	X	X	X
Call Waiting	X	X	X
Speed Calling	X	X	X
Three Way Calling	X	X	X
TouchStar® Features			
Caller ID with Name and Number (Enhanced Caller ID)	X		X
Call Return	X		X
Distinctive Ringing	X		X
Custom Calling Features			
Call Blocking	X	X	X
Call Restriction	X	X	X

Figure A - II: Test Product List

The following sections describe each product and the selection process used (where applicable) UNE and resale services.

Unbundled Network Elements

UNEs have been under review by the FCC due to an accelerating trend among CLECs demonstrating increasing demand for these services. This Test focuses primarily on UNEs, in accordance with the Georgia Order.

BellSouth offers over 80 UNEs; however, only a subset with the highest potential volumes can be ordered electronically. As a result, the UNE list is composed of five specific types of UNEs which can be electronically ordered via TAG and EDI, as listed in the following section.

CLEC UNE List

The following UNEs will be tested for ordering, provisioning and billing activities:

Unbundled Voice Loops (UVL)[2]
- 2-Wire Analog Designed Loops
- 2-Wire Analog Non-Designed Loops

Number Portability
- INP
- LNP

Unbundled Local Switching
- 2-Wire Analog Ports

[2] Loops can be ordered both with either INP or LNP.

UNE Combinations

- 2-Wire Analog Loop - Port Combinations

The following UNEs will be tested for maintenance and repair activities:

Unbundled Voice Loops (UVL)[3]

- 2-Wire Analog Designed Loops
- 2-Wire Analog Non-Designed Loops
- 4-Wire Analog Designed Loops
- 4-Wire Analog Non-Designed Loops

Unbundled Digital Loops (UDL)

- 2-Wire ISDN Loops
- 4-Wire DS-1 Loops

Unbundled Ports

- Analog
- Digital

Unbundled Combinations

- 2-Wire and 4-Wire Analog Loop-Port Combinations
- 2-Wire and 4-Wire Digital Loop- Port Combination
- Loop-Dedicated Interoffice Transport Combinations

Unbundled Loops

Unbundled loops, or the "last mile," refers to the infrastructure from the Main Distribution Frame (MDF) to the customer's premises. CLECs most frequently order this type of UNE due to the high infrastructure costs associated with building out a network to the customer's premises.

2-Wire and 4-Wire Analog Designed Loops

2-Wire and 4-Wire Analog Designed Loops, also known as Unbundled Voice Loops (UVLs), are dedicated analog transmission facilities from BST's Main Distribution Frame (MDF) to a customer's premises.

UVLs can be configured as 2-wire or 4-wire facilities offered as Service Level 2 (SL2). SL2 is a designed circuit that can be provided on 2 or 4-wire circuits. A UVL consists of two components:

- Wire and/or tie cable(s) – connects the MDF to either the CLEC termination or other BST equipment.

[3] Ibid.

- Loop facility – connects the MDF to the customer's premises. The loop can be a metallic facility or a universal Digital Loop Carrier (DLC) linked together with cable and/or wire.

2-Wire Analog Non-Designed Loops

2-Wire Analog Non-Designed Loops or Unbundled Voice Loop (UVL) are very similar to 2-Wire Analog Designed Loops. However, they are *shared* analog transmission facility from BST's Main Distribution Frame (MDF) to a customer's premise. It is primarily associated with residential POTS.

2-Wire Analog Non-Designed Loops may be configured as a 2-wire facility offered as Service Level 1 (SL1). An SL1 loop is a non-designed circuit that can only be provided on 2-wire circuits. It consists of the following two components:

- Wire and/or tie cable(s) – connects the MDF to either the CLEC termination or other Bellsouth equipment.
- Loop facility – connects the MDF to the customer's premises. The loop can be a metallic facility or a universal Digital Loop Carrier (DLC) linked together with cable and/or wire.

2-Wire ISDN Loops

2-Wire ISDN Loops are dedicated transmission facilities that connect Bellsouth's MDF to an end user's premises. This facility allows the end user to send and receive via Basic Rate Interface (BRI).

4-Wire DS-1 Loops

4-Wire DS-1 Loops are dedicated high capacity transmission facilities that connect Bellsouth's MDF to an end user's premises. This facility allows the end user to send and receive traffic that is connected to the proper packet/circuit switch.

Number Portability

Interim Number Portability (INP)

Interim Number Portability provides an interim solution that enables CLECs to provide Service Provider Local Number Portability until Long Term Service Provider Local Number Portability is deployed.

The only type of INP that will be tested in the Test is remote call forwarding (RCF). When RCF is used to provide number portability, calls to the ported number will first route to the BellSouth switch to which the ported number was previously assigned. The BellSouth switch will then forward the call to a number with an NXX associated with the CLEC operated switch to which the original number is ported.

Long Term Number Portability (LNP)

All ILECs were required to complete implementation of LNP in the top 100 metropolitan statistical areas (MSAs) by December 31, 1998. BellSouth has completed implementation of LNP in all scheduled metropolitan areas. LNP will be available to test in the Atlanta area for this Test.

BellSouth complies with the Location Routing Number method of number portability. This method utilizes the SS7 architecture and the AIN 0.1 platform to perform call processing queries in order to reroute calls to the their new switch provider if they have ordered local number portability.

Unbundled Local Switching

2-Wire and 4-Wire Analog Ports

2-Wire and 4-Wire Analog Ports are designed to provide a CLEC with the ability to offer end office switching capabilities to their customers for analog loops. This product is available to all certified CLECs.

2-Wire Analog Ports can be handled electronically for ordering, provisioning, billing and M&R while 4-Wire Analog Ports can only be handled electronically for M&R.

2-Wire and 4-Wire Digital Ports

2-Wire and 4-Wire Digital Ports are designed to provide a CLEC with the ability to offer end office switching capabilities to their customers with digital loops. This product is available to all certified CLECs.

2-Wire and 4-Wire Digital Ports can only be handled electronically for M&R. Digital Ports are out of scope for ordering, provisioning and billing.

UNE Combinations

2-Wire and 4-Wire Analog Loop-Port Combinations

2-Wire and 4-Wire Analog Loop-Port Combinations combine to 2-Wire and 4-Wire Analog Loops with 2-Wire and 4-Wire Ports respectively for a particular customer.

2-Wire Analog Loop-Port Combinations can be handled electronically for ordering, provisioning, billing and M&R while 4-Wire Analog Loop-Port Combinations can only be handled electronically for M&R.

2-Wire and 4-Wire Digital Loop-Port Combinations

2-Wire and 4-Wire Digital Loop-Port Combinations combine 2-Wire and 4-Wire Digital Loops with 2-Wire and 4-Wire Ports respectively for a particular customer. This would

be desirable for a facilities-based CLEC that wants to offer service in an area where it has not yet deployed switching facilities.

2-Wire and 4-Wire Digital Loop-Port Combinations are only handled electronically for M&R. Digital Loop-Port Combinations are out of scope for ordering, provisioning and billing.

Loop-Dedicated Interoffice Transport Combinations

Loop-Dedicated Interoffice Transport Combinations combine a loop with dedicated interoffice transport. This combination connects the customer to the CLEC switch through a BellSouth loop and BellSouth interoffice transport.

Loop-Dedicated Interoffice Transport Combinations can only be handled electronically for M&R purposes. These are out of scope for ordering, provisioning and billing.

Resale Products

Resale products fall into two categories: Simple Resale and Complex Resale.

Simple Resale services are plain old telephone service (POTS) offerings that residential customers require and smaller businesses tend to favor. All thirty of BellSouth's Simple Resale products and features can be ordered electronically. Rather than test all 30 simple resale products in volume, the simple resale product portion of the list utilizes a carefully selected subset of the BellSouth resale product offerings. This list is derived from the BellSouth Product Guide with products selected from equivalency classes. The process used to develop the product list is described in the Simple Resale Selection Process at the end of this appendix.

Complex Resale services are high end business products and services for voice and data. They require specific switch configurations and/or specialized routing in order to provide service. Due to their need for manual intervention, only four of the twentyone complex products can be ordered electronically. In addition, these four products can be electronically ordered and flow-through for one activity type, Migrate "as is." Therefore, the scope of the complex resale products testing is four products.

CLEC Resale Product List

The following Resale products will be tested for ordering and M&R activities:

- Simple Resale
- Complex Resale
    - Hunting
    - ISDN-BRI
    - PBX trunks
    - Synchronet

Simple Resale

Simple resale services are those Plain Old Telephone Service (POTS) offerings that residential customers require and smaller businesses tend to favor. Examples include measured or flat rates, Caller ID, Call Forwarding, and Call Return.

Hunting

Hunting Service is a feature offered to residential and business customers who have more than one line arranged for incoming calls at the same location. When an incoming call is generated to a line that is busy, the call overflows to the next number in the Hunting Group. Hunting provides maximum utilization of lines to handle incoming calls and prevent unnecessary busy signals.

There are two basic types of hunting service:

- Series Completion Hunting - requires each line to have a unique telephone number (TN). This arrangement is typically offered to customers with 5 lines or less.

- Multiline Hunting - describes one telephone number for the entire group. Each line in a Multiline Hunting Group is assigned a group identifier and a Terminal Number along with the Telephone Number to provide a unique combination (identifier). This arrangement is usually offered to customers with six or more lines.

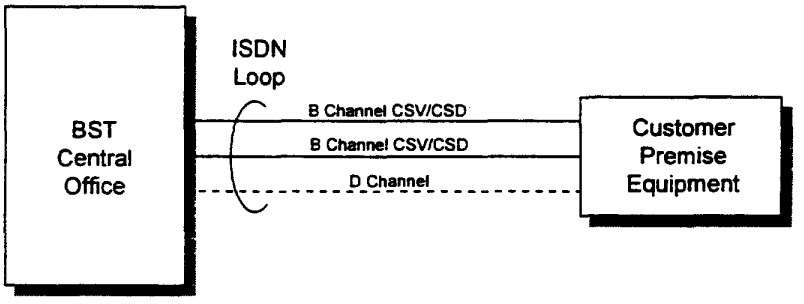
Integrated Services Digital Network (ISDN) - Basic Rate Interface

ISDN Basic Rate Interface (BRI) service is an integrated service for residence and business users. It provides an architecture supporting simultaneous transmission of voice, data and packet services over the same exchange access line.

For ISDN-BRI, the physical line is "parsed" into 3 logical channels, referred to as '2B+D'. These channels consist of:

- 2 "B" bearer channels, each rated to 64kbps
- 1 "D" signaling channel, rated at 16kbps

The diagram below illustrates this arrangement:



Each channel supports either one of two formats:

1. Circuit Switched Voice/Data (CSV/D)
2. Packet Switched Data

Whether a "B" channel is provisioned for CSV/D or whether it is provisioned for packet switched data, it is limited to that format once provisioning is completed.

There are 4 options that must be determined for each ISDN order submitted to BellSouth. These options are:

1. Basic Class of Service (COS)
2. The Basic Rate Interface. This provides the end user with the digital subscriber loop (DSL) from the CO required for ISDN service as well as the ISDN port service in the CO.
3. Channel activation. This determines of the type of traffic that is offered over the B and the D channels.
4. User profile services. These are the services that are associated with each channel. The customer must subscribe to at least one user profile service for at least one channel (B or D). Additionally a maximum of 8 user profile services can be ordered for a given DSL. For BellSouth, Called/Calling Number Delivery and Call Hold are provided with IRS/IBS with additional features available.

If these services are provisioned in a CO other than the one serving the customer, an interoffice DSL will also be required.

PBX Trunks

Trunk lines are a common group of central office lines (pooled) that terminate in Private Branch Exchange (PBX) systems, automatic call distributors, or any system in which the customer's premises equipment selects and seizes a vacant line for incoming and outgoing calls. Trunk lines do not terminate directly to a telephone set, but rather in PBX common equipment or an attendant position.

Trunk lines may be provisioned and billed as flat rate, message rate, measured rate, or usage based pricing service. Some dial-type PBXs may terminate only on combination trunk lines. Others terminate a mixture of one-way incoming, combination, and outdial only trunk lines. The calling patterns of the PBX users determine the proper trunk line mix.

Synchronet®

Synchronet® is a dedicated, synchronous service for customers that require high reliability for two way transmission of data using time division multiplexing. It allows an end user to transmit data in digital format over digital facilities routed through a central office node. Additionally, Synchronet® is private line and IntraLATA based nodal service capable of the following transmission bit rates:

- 2.4 kbps
- 4.8 kbps
- 9.6 kbps
- 19.2 kbps

- 56.0 kbps
- 64.0 kbps

There are a number of arrangements available with Synchronet®. They are point-to-point, multi-point, and secondary channel capability.

General Services and Features

General services and features include those features and services that are ordered on either UNE and/or resale lines. The descriptions below specify on which line type the particular services and features can be ordered.

CLEC Services and Features List

Basic Class of Service
- Flat Rate Line
- Measured Rate Line
- Area Plus®
- Business Plus Calling Plan Option 1
- Complete Choice® Service
- Area Plus® with Complete Choice®

Features
- Caller ID with Name and Number (Enhanced Caller ID)
- Call Return
- Call Waiting
- Distinctive Ringing (Call Selector)
- Speed Calling
- Three Way Calling

Control Services
- Call Blocking
- Selective Call Restriction

Basic Class of Service

Basic Class of Service codes are grouped for rate distinction. The codes distinguish between business and residence, between flat and measured rate, and between restricted and extended area service.[4] A Basic Class of Service is required to process a UNE or simple resale order. UNEs will be tested on Measured Rate Lines while simple resale will be tested on all types of service.

[4] Newton's Telecom Dictionary, 14th Edition, Harry Newton, 1998

Flat Rate Line

Flat rate service is an industry-wide billing method for local phone calls. It offers unlimited calling to both residential and business customers in a specified local area for a fixed monthly recurring charge. This service applies to UNE and Simple Resale orders.

Measured Rate Line

Measured rate service is another industry-wide billing method for local phone calls. A customer (either residential or business) is charged a monthly fee for unlimited incoming calls and a fixed number of outgoing local calls. Each additional local call beyond the specified limit costs an additional call fee. The price of the additional calls depends on the call distance, time of day, day of week and company tariffs.[5]

Area Plus® Service

Area Plus® offers residential customers unlimited calling for an expanded local area. The expanded area includes all access lines within the serving exchanges and the associated Basic and Expanded LATA wide Calling Plan (BLCA and ELCA)[6] Subscribers also receive a discount on the intraLATA intrastate Message Telecommunications Service (MTS) rates.

Business Plus Calling Plan Option 1

Business Plus offers business customers a flat rate per month for calling in the BLCA and ELCA (out to LATA boundary) up to *a predefined number of minutes-of-use per line.*[7]

Complete Choice® Service

Complete Choice® Service offers residential customers with a Touchtone line unlimited calling to all exchanges in the customer's basic service area and usage to the expanded service area. In addition, Complete Choice® Service also includes the customer's choice of any Custom Calling, TouchStar®, Call Blocking and Ringmaster® services.[8]

Area Plus® with Complete Choice®

Area Plus® with Complete Choice® offers residential customers with a Touchtone line an expanded local calling area. In addition, it offers a calling card and Complete Choice® options. Complete Choice® includes the customer's choice of any Custom Calling, TouchStar®, Call Blocking and RingMaster® services.

Vertical Features

[5] Ibid.
[6] Section 7.1 LEO Guide Volume II, February 1999.
[7] Section 7.6, LEO Guide Volume II, February 1999.
[8] Section 14.0, LEO Guide Volume II, February 1999.

Vertical features are options that a customer can add or change on their basic telephone service. Vertical features apply to all types of service.

Caller ID with Name and Number (Enhanced Caller ID)

Among the several variations of Caller ID, the Test product list includes Caller ID with Name and Number. This version of Caller ID enables a customer to identify the calling party's name and number before answering the call via their customer premise equipment (CPE). Depending on the CPE unit, the caller's name, the area code plus the 7 digit telephone number, the month, day and time of the call may be displayed.

Call Forwarding

BellSouth offers many variations of Call Forwarding (CF) including

- CF Busy Line
- CF Don't Answer
- CF Multipath
- CF Variable
- Flexible CF
- Preferred CF
- Remote CF
- Remote Access to CF

In its most basic form, Call Forwarding allows a user to have incoming calls forwarded to a different telephone number. Users do so by dialing a two digit access code and the telephone number to which calls are to be forwarded. The customer controls the activation and deactivation process. The Test includes Call Forwarding Variable as well as Remote Access to Call Forwarding. Remote Access to Call Forwarding includes the basic feature, Call Forwarding Variable and provides the user the ability to activate and deactivate the feature either from the provisioned line or remotely from a location equipped with Touchtone signaling.

Call Return

Call Return is an advanced custom calling feature that allows a customer to automatically dial the number of the last caller, regardless of whether the customer answered the phone or not. It is activated by dialing *69.

Call Waiting

Call Waiting enables a customer to know when another call is waiting by providing an audible signal. It allows the waiting call to be answered without disconnecting from the existing call and enables switching between the calls as desired.

Distinctive Ringing (Call Selector)

Distinctive Ringing provides a unique ringing pattern (i.e. short, long, short) for specific numbers on a customer programmable screening list.

Speed Calling

Speed Calling allows customers quick dialing access to either 8 or 30 telephone numbers through a pre-programmed two digit code .

Three Way Calling

Three Way Calling enables another calling party to be added to a call already in progress. The added party may be either local or long distance. This feature is available on either a per use or flat, monthly fee basis. Scenarios will include Three Way Calling with a flat, monthly fee.

Call Control Services

Call Blocking

Call Blocking enables customers to block access to specific, customer designated types of incoming local and long distance calls.

Customized Code Restriction

The Customized Code Restriction option restricts billable outgoing calls to direct dialed, operator handled and 900, 976 numbers. Customers who attempt to make an outgoing call to blocked numbers will hear a prerecorded message.

Basic Class of Service and Features Selection Process

The Basic Class of Service and Features used for the product list is a subset of those BellSouth products that are ordered electronically. Rather than incorporate every possible product into the Product Test List, the Test selected a comprehensive representation of BellSouth's simple resale product list. This List represents all major equivalency classes of Bellsouth's service offerings. The selection process consisted of:

- Reviewing the FCC's response to BellSouth's second application in Louisiana for specific resale product references. Although the FCC details requirements with respect to particular categories, it does not consistently highlight specific products and services in each category.
- Identifying BellSouth's simple resale product offerings
- Conducting an equivalency analysis of the simple products
- Analyzing external research regarding popular residential calling features

BellSouth offers thirty simple resale products and services, all of which are supported electronically. The following list contains those simple resale products supported by BellSouth:

- Flat Rate Residence
- Measured Rate Residence
- Flat Rate/Basic Local Exchange (Flat Rate Business)
- Measured Rate Business
- Touchtone
- Optional Calling Plan (OCP)
- Integrated Package - Area Plus® with Complete Choice®, Complete Choice®
- Georgia Community Plan
- Area Plus®
- Visual Director®
- Custom Calling - Speed Calling 8 & 30
- Custom Calling - 3 Way Calling
- Custom Calling - Call Forward Variable
- Custom Calling - Remote Access to CF
- RingMaster®
- Message Telephone Service (MTS)
- TouchStar® - Call Tracing
- TouchStar® - Call Block
- TouchStar® - Call Selector
- TouchStar® - Call Return
- TouchStar® - Repeat Dialing
- TouchStar® - Preferred Call Forwarding
- MemoryCall®
- MemoryCall® Answering Service
- Caller ID
- Call Waiting
- Call Waiting - Deluxe
- Customized Code Restriction
- Enhanced Caller ID
- Remote Call Forwarding (RCF)